

# Mobile Email PocketPak™

## User's Guide



*Featuring the Socket Digital Phone Card  
for connecting Windows Powered Pocket PCs  
to mobile phones*



**SOCKET®**

## Limited Warranty

Socket Communications, Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for the following periods from the date of purchase:

CompactFlash card and non-removable cable: Lifetime  
(Three years if not registered)

Incompatibility is not a defect covered by Socket's warranty. During the warranty period, Socket will, at its option, repair or replace the defective product at no charge when furnished with proof of retail purchase, provided that you deliver the product to Socket or to an authorized Socket Service Center.

The returned product must be accompanied by a return material authorization (RMA) number, issued by Socket or an authorized Socket Service Center. If you ship the product, you must use the original container or equivalent, and you must pay the shipping charges to Socket. Socket will pay shipping charges back to any location in the contiguous United States. This warranty applies only to the original retail purchaser and is not transferable.

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This product may contain fully tested, recycled parts, warranted as if new.

For warranty information, phone (510) 744-2700.

To register your product online, please visit: [www.socketcom.com/prodreg.html](http://www.socketcom.com/prodreg.html)

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This manual has been prepared with the greatest care regarding its contents. However, in the event that it contains omissions, errors or any other misinformation, please contact SOCKET COMMUNICATIONS at:

**Socket Communications, Inc.**  
37400 Central Court  
Newark, CA 94560

Call Socket Communications at (510) 744-2700, or FAX (510) 744-2727.

If you have technical questions, call Socket's technical support department at: (510) 744-2720. But before calling for technical support, please prepare yourself with the information listed in Appendix E, "Need More Help?"

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

Socket Communications requests that you refrain from any applications of the Socket Digital Phone Card that are not described in this manual.

Please refrain from disassembling the Digital Phone Card. Disassembly of this device will void the product warranty.

For new product information, software updates and technical bulletins, please visit Socket's web page at: [www.socketcom.com/phone.htm](http://www.socketcom.com/phone.htm)

## Regulatory Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. This equipment is also CE EN55022 and C-TICK compliant. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his or her own expense.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user may try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna of the radio or television.
- Increase the distance separating the equipment and the receiver.
- Connect the equipment to an outlet on a different branch circuit than that of the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following booklet helpful:

*How to Identify and Resolve Radio-TV Interference Problems*

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402.

## How this Manual is Organized

This manual is designed to help you install and operate the Socket Mobile Email PocketPak, which features the Socket Digital Phone Card (DPC).

Chapter 1, **Introduction**, briefly describes the Mobile Email PocketPak, summarizes the installation process and product features, and identifies the PocketPak package contents.

Chapter 2, **PocketPak Installation**, covers the hardware and software installation procedure, including running the installation CD, inserting the DPC into your mobile computer, and connecting it to your mobile phone. It also shows how to remove the DPC from your mobile computer.

Chapter 3, **Remote Networking**, explains how to set up your Pocket PC for remote networking and how to make a data call. It also includes a Network Information Form, which should be completed to ease remote networking setup.

Appendix A, **Specifications**, provides technical specifications for the DPC.

Appendix B, **Hints and Tips**, gives tips for using the system efficiently.

Appendix C, **Troubleshooting**, gives advice for fixing the most common problems you may encounter while using the DPC.

Appendix D, **ISP Resources**, lists some Internet Service Providers that are known to work with a Pocket PC.

Appendix E, **Need More Help?**, tells you how to reach Socket's technical support department. It lists important information you should prepare yourself with before calling for technical support.

# Table of Contents

<b>TABLE OF CONTENTS</b>	<b>1</b>
<b>CHAPTER 1 INTRODUCTION</b>	<b>2</b>
The World is Your Network	2
Overview of PocketPak Setup	2
Features	3
Contents of the Mobile Email PocketPak	3
<b>CHAPTER 2 POCKETPAK INSTALLATION</b>	<b>4</b>
Overview	4
Using Your Pocket PC Wirelessly	4
Getting Started is Easy	5
Activating Data Services	5
Installing the Software	5
Inserting the DPC into Your Pocket PC	5
Connecting the DPC to Your Phone	6
Removing the Digital Phone Card	6
<b>CHAPTER 3 REMOTE NETWORKING</b>	<b>7</b>
Overview	7
Network Information Form	7
Setting up Remote Networking	8
Making a Data Call	11
Ending a Data Call	12
<b>APPENDIX A SPECIFICATIONS</b>	<b>13</b>
<b>APPENDIX B HINTS AND TIPS</b>	<b>14</b>
Optimizing Signals and Connections	14
Choosing the Right Applications	14
Using Multiple Modems	14
<b>APPENDIX C TROUBLESHOOTING</b>	<b>15</b>
<b>APPENDIX D ISP RESOURCES</b>	<b>19</b>
<b>APPENDIX E NEED MORE HELP?</b>	<b>22</b>
How to Contact Socket	22

# Chapter 1 Introduction

## The World is Your Network

With the Socket Mobile Email PocketPak, you can email from anywhere — wirelessly and easily! The PocketPak also makes browsing the Internet, synchronizing schedules and contacts, transferring files, and connecting to your office network wireless and convenient.



The Mobile Email PocketPak features the Socket Digital Phone Card (DPC), a CompactFlash plug-in card that lets a mobile phone work as a wireless modem with Windows Powered Pocket PCs.

By eliminating the need for an analog modem, the DPC significantly reduces power consumption and increases reliability. The PocketPak works with remote networking or any other application that you use with a regular modem.

## Overview of PocketPak Setup

To have your Pocket PC recognize the DPC, in most cases, you must run the included *Socket Mobile Email PocketPak Installation CD* to install the software drivers. After installing the hardware and connecting the hardware, you must also configure your Pocket PC for remote networking.

Importantly, to make sure your mobile phone can handle data calls, you may also need to contact your phone carrier and request to activate data services.

For software updates, please visit: [www.socketcom.com/phone.htm](http://www.socketcom.com/phone.htm)

## Features

The Mobile Email PocketPak includes the Digital Phone Card (DPC), a CompactFlash plug-in card that lets a mobile phone work as a wireless modem with Windows Powered Pocket PCs.

Advantages of the DPC include:

- **CompactFlash Connection**  
The card works in the Type I CompactFlash I/O slot of Windows Powered Pocket PCs.
- **Reliability**  
The rugged, card-based connection resists strain and vibration and does not require the two-dimensional stability of an IrDA connection.
- **Energy Efficiency**  
Socket's *Battery Friendly*™ technology lets you use your Pocket PC-connected digital phone for up to twice as long as other cabling solutions.
- **Simplicity and Convenience**  
A short, single cable plugs into the mobile phone handset. This makes everything easy to carry, eliminating any exposed connectors or dangling cables that can get in the way.
- **Compatibility**  
The DPC is certified for operation with Windows CE.

## Contents of the Mobile Email PocketPak

The Socket Mobile Email PocketPak includes these items:

- A Socket Digital Phone Card (CompactFlash Type I)
- A cable, already attached, to connect the DPC to a specific range of mobile phones
- The *Socket Mobile Email PocketPak Installation CD*
- The *Mobile Email PocketPak Quick Start Guide*
- A registration card

To register your DPC online, please visit: [www.socketcom.com/prodreg.htm](http://www.socketcom.com/prodreg.htm)

## Chapter 2 PocketPak Installation

### Overview



The Socket Mobile Email PocketPak lets you connect your mobile phone to a Windows Powered Pocket PC, so you can send and receive email and faxes, browse the web, connect to your office network and synchronize files — **all wirelessly!**

This chapter shows how to install the PocketPak's hardware and software.

### Using Your Pocket PC Wirelessly

You can use your Windows Powered Pocket PC's remote communications capabilities to make your mobile phone work as a wireless modem.

#### *Wireless Email*

You have four options for using the PocketPak for wireless email access on your mobile computer:

- Set up your PocketPC's Inbox to directly access your office network or Internet Service Provider (ISP).
- Use the included American Online (AOL) and Microsoft Network (MSN) email clients.
- Access web-based email services with Pocket Internet Explorer.
- Use *ActiveSync* to synchronize your PocketPC's Inbox with Microsoft Outlook or Exchange running on your host computer.

#### *Wireless Web Browsing*

After wirelessly connecting to your office network or ISP, you can use Pocket Internet Explorer, included with all Pocket PCs, to browse the Internet.

#### *Wireless ActiveSync*

While running *ActiveSync* wirelessly with the Mobile Email PocketPak, your Pocket PC works as if it were directly connected to a host computer. For information about *ActiveSync*, please refer to your Pocket PC's user manual. For help in setting up *ActiveSync*, you may need to ask your office's MIS department for assistance.

## Getting Started is Easy

1. **Make sure your carrier has activated data services for your phone.**
2. If necessary, run the *Mobile Email PocketPak Installation CD*.
3. Connect the DPC to your Pocket PC and phone.
4. Set up your Pocket PC for remote networking.
5. Dial and connect!

## Activating Data Services

Some mobile phone carriers activate data services only when requested and may charge small fees. If necessary, ask your phone carrier for this feature.

## Installing the Software

If you have an HP Jornada 540, 545, or 548 Pocket PC, the software drivers for the DPC are already installed. No software installation is needed to run the DPC.

For any other Pocket PC, follow these steps BEFORE inserting the DPC:

1. Establish an active connection between your Pocket PC and a host PC. Use your Pocket PC's serial connection cable.
2. Insert the *Socket Mobile Email PocketPak Installation CD* into the CD drive of your host PC. Click **Start/Run** on your host PC, type **D:\SETUP** (use your CD drive letter) and follow the instructions on your host PC.
3. When installation is complete, reset your Pocket PC.

For software updates, please visit: [www.socketcom.com/phone.htm](http://www.socketcom.com/phone.htm)

## Inserting the DPC into Your Pocket PC

Use the DPC in the CompactFlash I/O slot of your Pocket PC:



## Connecting the DPC to Your Phone

After inserting the Digital Phone Card into your Pocket PC, connect the free end of the data cable to the data port of your mobile phone.



Your PocketPak's retail box may not provide a complete listing of all the mobile phones compatible with your DPC version. For a complete, up-to-date listing, please visit: [www.socketcom.com/dpclist.htm](http://www.socketcom.com/dpclist.htm)

## Removing the Digital Phone Card

Remove the DPC by gripping the black plastic connector that protrudes from the card and pulling outwards. **DO NOT** pull the cable.



*Pull the black connector that protrudes from the card.*

*DO NOT PULL THE CABLE.*

# Chapter 3 Remote Networking

## Overview

This chapter explains how to configure your Pocket PC for remote networking and how to make a data call. Set up remote networking only after installing the PocketPak's hardware and software, as described in Chapter 2, "PocketPak Installation."

### Network Information Form

Before configuring your Pocket PC for remote networking, contact your office network administrator or Internet Service Provider (ISP) for the following information:

1. Does the network support Dynamic Host Configuration Protocol (DHCP)?  
☐ Yes. If *Yes*, then skip to Question 3.  
☐ No. If *No*, then answer both remaining questions.
2. What are the following IP addresses? (Ask which ones you need.)  
Pocket PC IP address: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Subnet Mask: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Default Gateway: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Primary DNS: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Secondary DNS: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Primary WINS: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_  
Secondary WINS: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_


*Note: In some cases, you may need to use the IP address of your host PC instead of a Primary WINS address.*

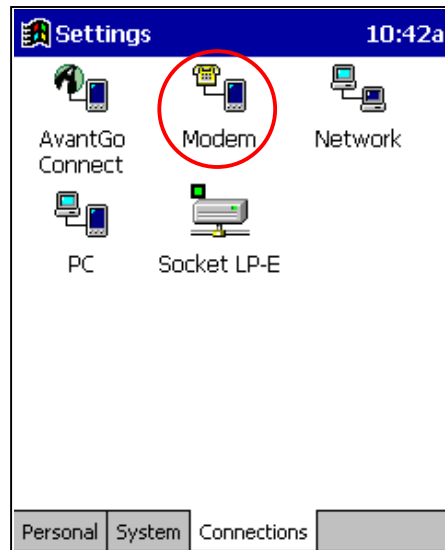
Host computer IP address: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_

3. What is the following dial-up information?  
Dial-up number: ( \_\_\_\_ ) \_\_\_\_\_  
User name: \_\_\_\_\_  
Password: \_\_\_\_\_

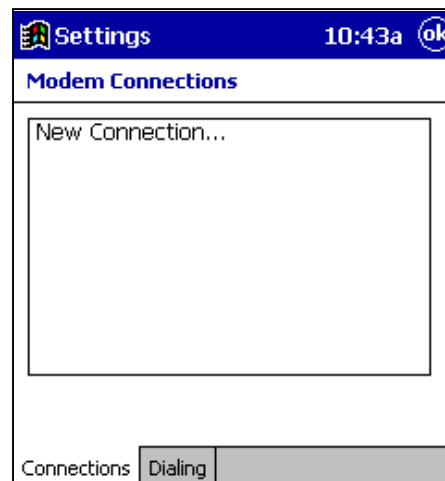
## Setting up Remote Networking

Before setting up dial-up networking, you must have remote access to either your office network or an ISP account.

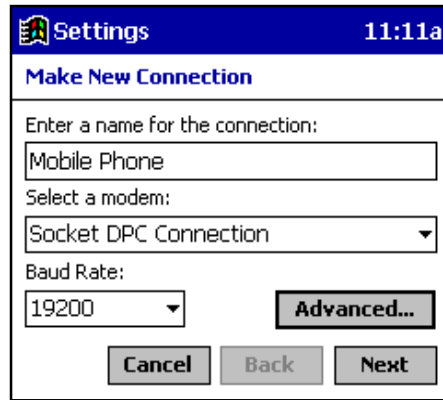
1. With the DPC inserted into your Pocket PC, tap **Start**  and then **Settings**. On the bottom of the **Settings** window, tap the **Connections** tab.
2. On the **Connections** screen, tap the **Modem** icon:



3. The **Modem Connections** screen will appear. Tap **New Connection...**

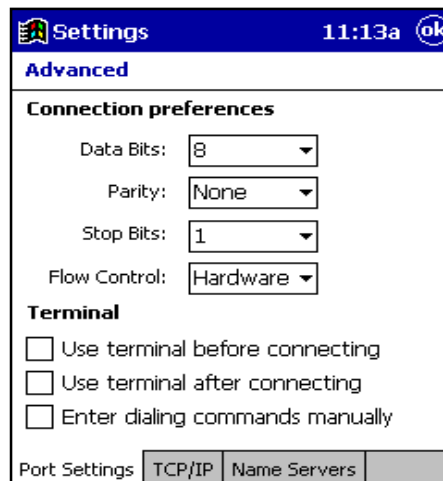


4. The **Make New Connection** screen will appear:



In the top box, enter a name, such as “Mobile Phone.” In the **Select a modem** box, select **Socket DPC Connection**.

5. Tap **Advanced...** Do not change the default settings in **Port Settings**.



6. If you use server-assigned IP addresses (e.g., DHCP), you can probably keep the default settings in the **TCP/IP** and **Name Servers** windows.

Otherwise, follow the instructions from your network administrator or ISP to configure specific IP and name server addresses.

If you don't know what to enter, tap **ok**.

7. When you return to the **Make New Connection** window, tap **Next**. The **Mobile Phone** screen will appear. Enter the phone number of your office network or ISP and tap **Next**.



Settings 11:21a

Mobile Phone

Country code: 1

Area code: 425

Phone number: 5551212

Cancel Back Next

Note: Spaces or dashes are not required within the phone number.

8. In the next screen, uncheck **Wait for dial tone before dialing**. Then tap **Finish**.



Settings 11:22a

Mobile Phone

☒ Cancel call if not connected within 120 seconds

☐ Wait for dial tone before dialing

Wait for credit card tone 0 seconds

Extra dial-string modem commands:

Cancel Back Finish


## Making a Data Call

After installing the PocketPak and configuring your Pocket PC for remote networking, you are ready to make a data call.

### *Preliminary checkpoints*

1. Make sure the cable and connectors are fastened securely to your mobile computer and your phone.
2. Make sure the phone is receiving a digital signal. A **D** or equivalent will appear on the display of some phones.
3. Make sure the signal strength is sufficient. A minimum signal strength of two bars is recommended, although some phones may successfully transfer data with only one. To optimize the signal, extend the antenna, position the phone upright and, if necessary, move to a different location.
4. Make sure your phone has enough battery power for your data call.

### *Placing the call*

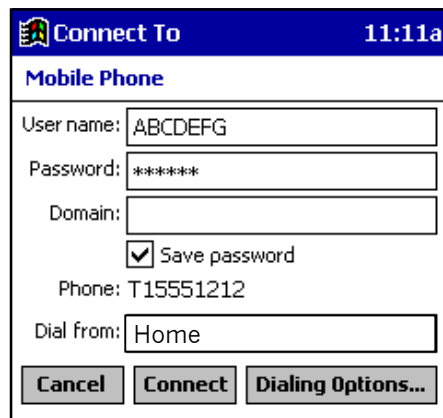
1. With the DPC inserted in your Pocket PC, tap **Start**  and then **Programs**. On the **Programs** screen, tap the **Connections** icon:



2. On the **Connections** screen, tap the icon with the name you gave your DPC connection:




3. The **Connect To** window will appear. Enter your **User name** and **Password**. In the **Dial from** box, select **Home**.

The image is a screenshot of a "Connect To" dialog box. At the top, it says "Connect To" and "11:11a". Below that, it says "Mobile Phone". There are four input fields: "User name:" with "ABCDEFGH", "Password:" with "\*\*\*\*\*", "Domain:" which is empty, and "Phone:" with "T15551212". There is a checkbox labeled "Save password" which is checked. Below these is a "Dial from:" dropdown menu set to "Home". At the bottom are three buttons: "Cancel", "Connect", and "Dialing Options...".

4. (Optional) For convenience, you can check the **Save password** box, but your password will be saved only after you start the connection.
5. Tap **Connect**. A connection status screen will appear. When it reports that the call has **Connected**, you are ready to use your email, fax, web-browsing and file synchronization applications — wirelessly!



## Ending a Data Call

When you are ready to end your data call, go to **Start** , then **Today** and tap the connection icon in your Pocket PC's task tray.



A connection status window will appear, as illustrated above. Tap **Disconnect** to end the connection. The connection icon will leave the task tray, and your mobile phone will hang up.

# Appendix A Specifications

## *Physical Characteristics:*

**CF Card Size:** 1.43 x 1.69 x 0.13 in (36.4 x 42.8 x 3.3 mm)

**Interconnect Cable Length:** 22 in (559 mm)

## *Power Consumption:*

**Standby:** 0 mA (0 mW)

**Typical:** 3 mA (10 mW)

## *Interface Standards:*

**CompactFlash Interface:** CompactFlash CF I/O Type I

**Serial Communications:** TTL

**Baud rate:** Up to 115.2 Kbps

## *Operating System Support:*

Pocket PCs running Windows CE (v3.0)

## *Mobile Phones Supported:*

For the latest list of compatible phones, visit: [www.socketcom.com/dpclist.htm](http://www.socketcom.com/dpclist.htm)

**Software Compatibility:** Windows COM port

## *Hardware Compatibility:*

All Windows Powered Pocket PCs.

## *Third Party Software Included:*

American Online (AOL) email client

Microsoft Network (MSN) email client

WAP browser for EZOS (trial version)

Primer™ PDF Viewer from Ansys (trial version)

BSQUARE bUseful Utilities Pak (trial version)

## *Compatible Applications:*

Windows Remote Dialup, ActiveSync, Pocket Outlook, FTP, Telnet,

AvantGO, Citrix, pcANYWHERE, streaming video, etc.

## *Warranty:*

**CompactFlash Card and Non-removable Cable:** Lifetime (Three years if not registered)

To register your product online, visit: [www.socketcom.com/prodreg.html](http://www.socketcom.com/prodreg.html)

## *Certification:*

FCC: Part 15, Class B, CE: EN55022, C-TICK s.182

## Appendix B Hints and Tips

### Optimizing Signals and Connections

For best results, follow these guidelines before connecting for a data call:

1. Make sure the cable and connectors are fastened securely to your mobile computer and your phone.
2. Make sure the phone is receiving a digital signal. A **D** or equivalent will appear on the display of some phones.
3. Make sure the signal strength is sufficient. Socket recommends a minimum signal strength of two bars, although some phones may successfully transfer data with only one. To optimize the signal, extend the antenna, position the phone upright and, if necessary, move to a different location.
4. Make sure your phone has enough battery power for your data call.

### Choosing the Right Applications

Not all applications are ideal for wireless networking. For example, it takes longer to download a large file wirelessly than it does over a landline phone line with a regular modem. Experiment with your applications to find out which work best wirelessly.

### Using Multiple Modems

Pocket PCs can support multiple modems, but each modem needs a separate dial-up connection. When making a data call, be sure to choose the connection for the modem in use.

To make multiple dial-up connections, follow the steps outlined in the “Setting up Remote Networking” section for your device, but include the following modifications:

1. In the **Make New Connection** screen, when naming connections, select names that clearly distinguish the modem in use, such as "Internet Service Provider-Wireless" and "Internet Service Provider-Landline."
2. In the **Select a modem** box, choose **Socket DPC Connection** for a wireless connection. Choose your existing modem for a landline connection.

For other applications, such as faxing, refer to your fax program's user documentation on using multiple modems or changing between modems.

## Appendix C Troubleshooting

### SYMPTOM:

**My computer ...**

**... does not recognize my mobile phone [modem].**

**... does not respond to AT commands.**

**... cannot place a call.**

POSSIBLE REASONS	SOLUTION
Your mobile phone is turned off.	Turn on your mobile phone.
Your phone is not communicating properly with your computer.	Turn your mobile phone off, then turn it on again.
The data cable is loose or detached.	Make sure you are using the right data cable and securely fasten it.
Other software is using the COM port.	Deactivate the software using the COM port. <i>ActiveSync</i> and <i>HotSync</i> usually use the COM port.
The software is set up for a modem other than the mobile phone.	Configure your software for the mobile phone as its modem.
Your fax software is set to Auto Answer and uses the COM port.	Disable the Auto Answer feature on your fax software.

### SYMPTOM:

**My call fails immediately, or I get a message like *CALL FAILED* on my phone.**

POSSIBLE REASONS	SOLUTION
The phone battery died.	Recharge or replace the battery.
Temporary network anomaly.	Call again. <i>CALL FAILED</i> usually disappears after a second try. If it doesn't, turn your phone off, then on again. If the problem persists, your mobile service may be down.

**SYMPTOM:**

**I get a message like *NO NETWORK* on my phone.**

POSSIBLE REASONS	SOLUTION
You left the mobile coverage area during the call.	Raise the phone antenna. If needed, return to the coverage area to call.

**SYMPTOM:**

**My computer dials but cannot connect.**

POSSIBLE REASONS	SOLUTION
The software is set up for a modem other than the mobile phone.	Configure your software for your mobile phone as the modem.
You are dialing the wrong number.	Check the number, including the area code. Verify the number with your Internet Service Provider or corporate network support.
The number you are dialing is long distance.	Check the area code of the number you are dialing. You may need to add a 1 for long distance.
The modem you are calling is out of service.	Contact your ISP or office network support to verify the status of their server and modems.
You have left the mobile phone coverage area.	Raise the phone antenna. If needed, return to the coverage area to call..
Your user name and/or password are incorrect.	Enter the correct information.

**SYMPTOM:**

**My phone shows that the call connected, but my communications software does not.**

POSSIBLE REASONS	SOLUTION
The call took so long to connect that the software timed out.	Increase your software's time-out interval and try calling again.

**SYMPTOM:**

**My communications software shows that the call is connected, but my phone does not.**

POSSIBLE REASONS	SOLUTION
Your call was dropped, but your software is still waiting to connect.	Cancel the call from your software and try again.

**SYMPTOM:**

**I get a message like *NETWORK NOT RESPONDING* or *CHECK OPERATOR SERVICES* on my phone.**

POSSIBLE REASON	SOLUTION
The mobile phone account needs updating.	Call your mobile phone service provider.

**SYMPTOM:**

**I get disconnected in mid-session.**

POSSIBLE REASONS	SOLUTION
The mobile phone signal has faded, or you have left the mobile phone coverage area.	Raise the phone antenna. If you still don't get digital coverage, return to the coverage area to call.
Your phone battery died.	Recharge or replace the battery.
The data cable is loose or detached.	Securely fasten the data cable.
The modem you are calling is out of service.	Contact your ISP or office network support to verify the status of their server and modems.
Your call was dropped.	Try the call again.
You were automatically disconnected due to inactivity.	Some software will end a call after some inactivity. Disable or change the automatic disconnect feature.

**SYMPTOM:****The data is transmitting slowly.**

POSSIBLE REASONS	SOLUTION
The network has a maximum connection speed of 19,200 bps.	For advice on efficient usage, visit: <a href="http://www.DigitalPhoneCard.com">www.DigitalPhoneCard.com</a>
Due to heavy loads, dial-in or web servers are responding slowly.	Connect another time, when your office network or ISP is less busy.

**SYMPTOM:****I cannot receive voice calls.**

POSSIBLE REASONS	SOLUTION
Your mobile phone is set up to receive data or fax calls only.	Follow the instructions that came with the phone to set up for voice calls, usually via the phone menu.

**SYMPTOM:****I cannot receive data calls.**

POSSIBLE REASONS	SOLUTION
The phone is not set up to receive data calls.	Follow the instructions that came with the phone to set up for data calls, usually via the phone menu.
Your communications software is not answering in time.	Set your software to answer after fewer rings, preferably 0. Consult the software's user manual for help.

**SYMPTOM:****I cannot access my email or use my web browser.**

POSSIBLE REASONS	SOLUTION
You are not connected to your corporate network or ISP.	Connect again.
Your dial-up networking settings are incorrect.	Reconfigure with the right settings for your office network or ISP.
Your user name(s) and/or password(s) for your services are incorrect.	Enter the correct information for all services, including email, NT servers and proxy servers.

## Appendix D ISP Resources

Here are a few Internet Service Providers (ISPs) that are known to work with the Pocket PC. The information in this listing is subject to change without notice.

For the most accurate, up-to-date information on connecting to a specific ISP with a Pocket PC, please contact the ISP directly or go visit:

<http://www.pocketpc.com>

### **Name of ISP**

### **ISP Settings for Pocket PCs**

Advanced Systems Network  
<http://www.as.net/>

DNS: 205.167.153.4  
Alt DNS: 205.167.153.2  
POP3 server: pop3.as.net  
SMTP mail host: smtp.as.net

Alternate Access  
<http://www.aa.net>

DNS: Server  
Alt DNS: Server  
POP3 server: mail.aa.net  
SMTP mail host: mail.aa.net

AT&T WorldNet Service  
<http://www.att.com/worldnet/>

DNS: 204.127.160.2  
Alt DNS: 204.127.129.2  
POP3 server: postoffice.worldnet.att.net  
SMTP mail host: mailhost.worldnet.att.net  
*Note: Login name and password are different from pop3 user name and password.*

CompuServe  
<http://www.compuserve.com/>

DNS: 149.174.211.5  
Alt DNS: 149.174.213.5  
POP3 server: pop.site1.sci.com  
SMTP mail host: smtp.site1.csi.com  
*Note: See <http://www.craigtech.co.uk/hpc/cservefaq.html>*

Drizzle  
<http://www.drizzle.com>

DNS: 216.162.192.2  
Alt DNS: 216.162.192.3  
POP3 server: pop.drizzle.com  
SMTP mail host: smtp.drizzle.com  
*Note: Logon using <username>-ppp*

Earthlink  
<http://www.earthlink.net>

DNS: 207.217.126.81  
Alt DNS: 207.217.77.82  
POP3 server: mail.earthlink.net  
SMTP mail host: mail.earthlink.net  
*Note: Requires ELN/ before the logon user name. For more help, see: <http://help.earthlink.net/techsupport/other/wince/menu.html>*

Erols Internet <a href="http://www.erols.com/">http://www.erols.com/</a>	DNS: 205.252.116.10 Alt DNS: 205.252.116.19 POP3 server: pop.erols.com SMTP mail host: smtp.erols.com <i>Note: Add 4-6 commas after dial string if not using K56Flex.</i>
MCI WorldCom Internet <a href="http://www.wcom.com">http://www.wcom.com</a>	DNS: 204.70.127.127 Alt DNS: 204.70.127.128 POP3 server: mail.internetmci.com SMTP mail host: mail.internetmci.com
MindSpring <a href="http://www.mindspring.com">http://www.mindspring.com</a>	DNS: 207.69.188.185 Alt DNS: 207.69.188.186 POP3 server: pop.mindspring.com SMTP mail host: mail.mindspring.com
MSN <a href="http://www.msn.com">http://www.msn.com</a>	POP3 server: email not supported (use Hotmail®) SMTP mail host: email not supported (use Hotmail®) <i>Note: Requires MSN/ before user name. Great for browsing the web. Email not supported for Pocket PCs at this time, but Hotmail can be used.</i>
Nocharge.com <a href="http://www.nocharge.com/">http://www.nocharge.com/</a>	DNS: not needed Alt DNS: not needed <i>Note: Username: guest; Password: password; Can use Hotmail or Yahoo Mail for email.</i>
Prodigy Internet <a href="http://www.prodigy.com">http://www.prodigy.com</a>	DNS: 198.83.19.241 Alt DNS: 198.83.19.244 POP3 server: pop.prodigy.net SMTP mail host: smtp.prodigy.net
Quik Internet <a href="http://www.quik.com">http://www.quik.com</a>	DNS: 204.182.160.1 Alt DNS: 205.162.86.17 POP3 server: mail.quik.com SMTP mail host: mail.quik.com
Southwestern Bell <a href="http://www.swbell.net">http://www.swbell.net</a>	DNS: 151.164.1.8 Alt DNS: 151.164.1.7 POP3 server: postoffice.swbell.net SMTP mail host: mail.swbell.net
Sympatico-British Columbia <a href="http://www.bc.sympatico.ca">http://www.bc.sympatico.ca</a>	DNS: 204.174.64.1 Alt DNS: 205.174.64.2 POP3 server: pop.bc.sympatico.ca SMTP mail host: smtp.bc.sympatico.ca
UUNet <a href="http://www.uu.net/">http://www.uu.net/</a>	DNS: 198.6.1.1 Alt DNS: 198.6.1.2 POP3 server: vpop1-alterdial.uu.net SMTP mail host: vsmtp1-alterdial.uu.net <i>Note: Alternatives for POP3 and SMTP are: vpop2-alterdial.uu.net and vsmtp0-alterdial.uu.net</i>

## 20 – Appendix D ISP Resources

Verio  
<http://www.verio.com>

DNS: 129.250.35.250  
Alt DNS: 129.250.35.251  
POP3 server: pop.veriomail.com  
SMTP mail host: smtp.veriomail.com

Verizon Online  
<http://www.verizon.net>

DNS: 206.124.64.253  
Alt DNS: 206.124.65.253  
POP3 server: mail.gte.net  
SMTP mail host: smtp.gte.net  
*Note: Requires GTE/ before user name.*

## Appendix E Need More Help?

### How to Contact Socket

If you cannot resolve a technical problem with the Mobile Email PocketPak, contact Socket's technical support department prepared with the following information:

- The serial number of your DPC
- The Windows CE version number on your Pocket PC
- The Windows version on your host PC
- The manufacturer and model number of your Pocket PC
- The manufacturer, model number and carrier of your mobile phone
- What you did to try to correct the problem
- What you do to consistently replicate the problem

To reach Socket's technical support department:

- Visit **[www.socketcom.com/phone.htm](http://www.socketcom.com/phone.htm)**
- Email **[techsupport@socketcom.com](mailto:techsupport@socketcom.com)**
- Phone **510-744-2720**
- Fax **510-744-2727**

Please refrain from disassembling the Digital Phone Card. Disassembly of this device will void the product warranty.



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